

From: Kevin O'Hehir
To: Microsoft ATR
Date: 1/17/02 5:12pm
Subject: microsoft anti trust case.

I recently purchased a computer from Dell and returned it. Here is a copy of the letter I mail to Mr. Dell

I also find it quite interesting that Microsoft has been called a monopoly and is allowed to extract monopoly profits. Take a look at the cash and marketable securities it holds. Then try to find another monopoly that is as rich as they are. Microsoft came out with a new operating system XP and doubled the price for the upgrade and for a new system. It is confusing to me how PC manufacturers continue to drop prices, but the monopoly has raised them.

Thanks in advance for taking time to read my email.

In closing, Microsoft has done positive things for consumers and the computer industry as a whole by setting standards, but in doing so, they have extracted monopoly profits from consumers and businesses. Look at it from a business perspective no debt and a lot of cash.

January 10, 2002

Dear Mr. Dell:

Regarding RMA 23497302

Recently, I purchased a Dell Dimension 4300S computer. I received the free memory upgrade to 256K and I upgraded the video card and harddrive. Although I already have 4 computers, I was very excited to receive this one because I heard that Microsoft XP was a very stable operating environment and I was having problems with Disney Magic Artist (Classic) crashing on windows 98.

I received the computer; set it up; and installed Disney Magic Artist and tried to run it. Magic Artist would not load and computer told me I could send a report over the internet to Microsoft and Microsoft would look into the problem. I tried this but this did not work either. I am assuming this did not work because I did not set up internet access set up on this machine.

Then I search XP help for compatibility issues and found that I could flip a switch to get the program to run in Windows 95 mode. After flipping the switch and rebooting, the program still did not run. I was slightly frustrated at this point. So I decided I would poke around and see if pinball was on the computer. I found that it was and I started the game. Immediately, I noticed that the ball spit in two when it was halfway down the pinball table. I had played this pinball game at least 3 years ago on a windows NT machine which was not designed to play games and there were never any graphics problems with that game. At this point, I decided that I had my fill of the new computer and new operating system. Regrettably, I decided to package the computer up and send it back to Dell. I would have kept the computer if I would not have immediately experienced the apparent design defects.

In closing, I would like to add that it is very unfortunate that Microsoft continues to use consumers as testers of their programs. Dell has lost a sale because of poor operating system design by Microsoft (and possibly undersizing the video engine by Dell). I hope that in the future your sales are not impacted because Microsoft or any other software vendor has not done sufficient testing to find the bugs in their programs. It appears that when a product is released too early some companies rely on free testers (the

public) to uncover the bugs. If a consumer purchased a car and the steering, headlights, turn signals or any other item had intermittent problems a recall would be done and a fix provided. When a computer is purchased, the consumer gets the opportunity to talk with a technician over the phone and fix the problem themselves. I do not have time to spend with a technician on the phone fixing a brand new computer and neither do a million other consumers.

Thanks in advance for reading my comments.

Sincerely,

Kevin O'Hehir